

**HUBUNGAN ANTARA KECERDASAN EMOSI, ANGGAHAN SOKONGAN  
ORGANISASI DAN TINGKAH LAKU KEWARGANEGARAAN  
ORGANISASI DALAM ORGANISASI DENGAN PRESTASI KERJA  
GENERASI Y DI PERINDUSTRIAN BAGAN LUAR, BUTTERWORTH**



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## **PENGAKUAN**

Saya mengakui yang mana isi kandungan projek ini tidak pernah di hantar bagi mana-mana program ijazah atau pasca siswazah dan kelayakan.

Saya mengesahkan yang semua sokongan dan bantuan diterima dalam menyediakan kertas projek ini dan semua sumber abstrak sudah diketahui dari mula kertas projek dibuat.



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## **KEBENARAN**

Dalam membentangkan kertas penyelidikan ini, bagi memenuhi sebahagian syarat untuk Ijazah Sarjana Pengurusan Sumber Manusia Universiti Utara Malaysia (UUM), saya bersetuju bahawa Perpustakaan Universiti boleh secara bebas membenarkan sesiapa sahaja untuk memeriksa. Saya juga bersetuju bahawa penyelia saya atau, jika ketiadaan beliau, Dekan Othman Yeop Abdullah Graduate School of Business, diberi kebenaran untuk membuat salinan kertas penyelidikan ini dalam sebarang bentuk, sama ada secara keseluruhannya atau sebahagian, bagi tujuan kesarjanaan. Adalah dimaklumkan bahawa sebarang penyalinan atau penerbitan atau kegunaan kertas penyelidikan ini sama ada sepenuhnya atau sebahagian daripadanya bagi tujuan keuntungan kewangan, tidak dibenarkan kecuali setelah mendapat kebenaran secara bertulis. Juga dimaklumkan bahawa pengiktirafan harus diberi kepada saya dan Universiti Utara Malaysia dalam sebarang kegunaan sarjana terhadap sebarang petikan daripada kertas penyelidikan saya.

Sebarang permohonan untuk salinan atau mengguna mana-mana bahan dalam kertas penyelidikan ini, sama ada sepenuhnya atau sebahagiannya, hendaklah dialamatkan kepada:

Dekan

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## ABSTRAK

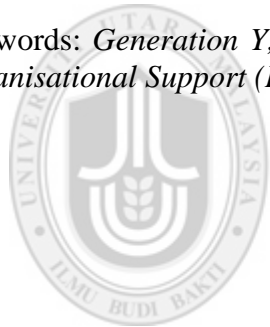
Kajian ini dijalankan untuk menentukan dan mengenalpasti hubungan antara prestasi kerja generasi-Y dengan tiga pemboleh ubah tidak bersandar iaitu Kecerdasan Emosi (EI), Anggapan Sokongan Organisasi (POS) dan Tingkah laku Kewarganegaraan Organisasi Dalam Organisasi (OCBO). Pengkaji telah menggunakan kaedah kuantitatif untuk mendapatkan keputusan diakhir kajian. Sebanyak 153 set borang soal selidik telah diedarkan kepada pekerja-pekerja Industri perkilangan di kawasan Bagan Luar, Butterworth, Pulau Pinang namun yang dikembalikan hanyalah 132 set dan yang hanya boleh diterima pakai untuk tujuan kajian hanya 111 set. Data dianalisa dengan menggunakan perisian "*Statistical Package for Social Sciences*" (SPSS) versi 19.0. Hasil daripada kajian menunjukkan bahawa pemboleh ubah tidak bersandar iaitu EI, POS dan OCBO mempunyai hubungan yang boleh diterima dengan prestasi kerja bagi generasi-Y. Keputusan bagi ketiga-tiga pemboleh ubah adalah seperti berikut kecerdasan emosi dan prestasi kerja (0.582), anggapan sokongan organisasi (0.419) dan tingkahlaku kewarganegaraan organisasi dalam organisasi (-0.312). Akibat beberapa keterbatasan yang telah dinyatakan dalam kajian ini, data yang diperolehi agak minima untuk menerangkan keseluruhan daripada kajian ini. Kajian ini boleh dikembangkan lagi dengan memecahkan lagi kumpulan responden, skop kajian dan kepelbagaian sektor pekerjaan agar objektif lebih terarah dan lebih fokus. Implikasi dari kajian ini diharapkan boleh membantu pengkaji-pengkaji akan datang dan juga para majikan untuk lebih memahami generasi-Y.

Kata kunci: Generasi-Y, Prestasi Kerja, Kecerdasan Emosi (EI), Anggapan Sokongan Organisasi (POS), Tingkahlaku Kewarganegaraan Organisasi (OCB).

## ***ABSTRACT***

Purposed of this research are to determine and identify the relationship between the performance of the Generation Y with three independent variables of Emotional Intelligence (EI), Perceived Organizational Support (POS) and Organizational Citizenship Behaviour in Organization (OCBO). Researcher has used quantitative methods to get results at the end of the study. A total of 153 sets of questionnaires were distributed to employees of the manufacturing in the Bagan Luar, Butterworth, Pulau Pinang but returned just 132 and set that can only be adopted for the purpose of research only 111 sets. Data were analysed using "Statistical Package for Social Sciences" (SPSS) version 19.0. Results showed that the independent variables, namely EI, POS and OCB have an acceptable relationship with the performance of the generation-Y. The results for the three variables are emotional intelligence and job performance (0.582), perceived organizational support (0.419) and organizational citizenship behaviour in organizations (-0.312). Due to some limitations that have been expressed in this study, the data obtained will be relatively minimal to explain the whole of the study. This study could expand by solving another group of respondents, the research scope and diversity of the job sector so that more targeted objectives and more focused. The implications of this study are expected to help future researchers and employers to better understand the generation-Y.

**Keywords:** *Generation Y, Job Performances, Emotional Intelligence (EI), Perceived Organisational Support (POS), Organizational Citizenship Behaviour (OCB).*



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## SENARAI SINGKATAN

EI : *Emotional Intelligence* / Kecerdasan Emosi

POS : *Perceived Organizational Support* / Anggapan Sokongan Organisasi

OCB-O: *Organizational Citizenship Behaviour in Organisation* / Tingkah laku Kewarganegaraan Organisasi dalam Organisasi

JP : *Job Performance* / Prestasi Kerja

SPSS : *Statistical Package for the Social Science* / Pakej Statistik Untuk Sains Sosial

MSCB : Malaysia Smelting Corporation Berhad



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**BAB SATU:**

**PENGENALAN**

**1.1 Latar belakang kajian**

Pengaruh dan sumbangan faktor-faktor psikologikal dan sosial (juga dikenali sebagai faktor psikososial) terhadap prestasi kerja telah diteliti lebih daripada 50 tahun oleh pengkaji-pengkaji sains sosial seluruh dunia (Brown & Peterson, 1993) di mana faktor psikologi dan sosial boleh dihubungkan dengan prestasi kerja.

Walau bagaimanapun, kajian berkenaan dengan hubungan antara kecerdasan emosi, anggapan sokongan organisasi dan tingkahlaku kewarganegaraan dalam organisasi dengan prestasi kerja tidak lagi di kaji oleh mana-mana pengkaji lain, yang mana pengkaji-pengkaji sebelum ini hanya melihat kepada satu atau dua pemboleh ubah tidak bersandar sahaja, contohnya Ismail dan rakan-rakan (tidak bertarih) kajian berkenaan "*Relationship Between Occupational Stress, Emotional Intelligence And Job Performance: An Empirical Study In Malaysia*". Neves dan Eisenberger (2012) kajian mereka "*Management Communication and Employee Performance: The Contribution of Perceived Organisational Support*", dan Nasir dan rakan-rakan (2011) "*Relationship between Organizational Citizenship Behavior and Task Performance*". Melalui kajian ini, pengkaji berminat untuk melihat keputusan kajian

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